



WorkForce Management Job Description Examples

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Table of Contents

TABLE OF CONTENTS	2
ABOUT THIS DOCUMENT.....	3
WORKFORCE MANAGEMENT (WFM) MANAGER	4
WORKFORCE MANAGEMENT (WFM) FORECAST, SCHEDULING, REPORTING ANALYST	5
WORKFORCE MANAGEMENT (WFM) INTRADAY ANALYST.....	6



About this document

A successful workforce management environment requires a strong workforce management team lead by a knowledgeable aggressive manager. The following pages detail three examples of Community workforce management job descriptions.

- WorkForce Management Manager
- WorkForce Management Forecast, Scheduling, Reporting Analyst
- WorkForce Management Intraday Analyst

The descriptions are based upon an environment that would have separate resources completing intraday activities and non intraday activities.

Actual job descriptions will vary depending upon the size and structure of your contact center. A smaller contact center of 50 or less agents, all WFM tasks will likely be managed by a single resource. As the number of agents to manage increases or the complexity of the contact center increases, the size of the workforce management team will need to increase.

Some environments that have wide hours of operation, instead of having workforce management staff all hours of operation, other support staff or operation's supervisor staff may be utilized to manage some tasks that would be outside the peak hours, such as weekend and night hours.

How many workforce management staff are required can be calculated in a similar process as calculating agent requirements. List all tasks and calculate the time to complete each task and then add additional time to compensate for schedule shrinkage (vacation, absenteeism, meetings, etc.).



WorkForce Management (WFM) Manager

GRADE: TBD (Position should be above Supervisor and equal or above Operations Manager and dependent upon size of contact center.)
SUPERVISOR: Director Contact Center Support
DEPARTMENT: Contact Center Support / Workforce Management
STATUS: Exempt
JOB SUMMARY: Manages WFM staff and procedures in support of operations

KEY RESPONSIBILITIES AND DUTIES:

- Manage WFM personnel
- Administration of setup and utilization of Community WFM software and ACD reporting
- Administration of communication to and from Operations and other support departments
- Collection and analysis and reporting of historical center performance statistics
- Collection and analysis and reporting of historical agent performance statistics
- Manage long-term forecast / staff plan and lead monthly staff plan / budget meeting
- Work with Human Resources, Recruiting, and Training to coordinate the hiring and training of new employee resources
- Work with training and operations to coordinate multi-skill training for existing agents
- Oversee communication to new hires on schedule process
- Oversee short-term workload forecasting
- Oversee scheduling philosophy of schedule assignments
- Oversee proactive scheduling of discretionary activities such as training, meetings, overtime and undertime
- Oversee intraday management of scheduling procedures, analysis of real time workload requirements, and call routing to manage performance to service level requirements
- Responsible for maximizing efficiency and occupancy while meeting service objectives
- Oversee analysis and reporting of employee performance including schedule adherence
- Recognizes and recommends operational and support improvements
- Perform other duties and assignments as directed

QUALIFICATIONS:

- Workforce management subject matter expert with at least three years experience
- Proficient in MS Word, MS Excel, MS PowerPoint
- Strong mathematical, analytical, communication, and organization skills
- Self-motivated and MUST excel in a minimally managed, high profile position

EXTERNAL CANDIDATE QUALIFICATIONS:

Must have at least five years of contact center WFM experience or three years of WFM management experience



WorkForce Management (WFM) Forecast, Scheduling, Reporting Analyst

GRADE: TBD (Position should be equal or above Supervisor)
SUPERVISOR: WorkForce Management Manager
DEPARTMENT: Contact Center Support / Workforce Management
STATUS: Exempt
JOB SUMMARY: Analyzes center and agent historical performance, generates forecasts, generates schedules, and manages schedule changes

KEY RESPONSIBILITIES AND DUTIES:

- Administration of Community WFM
- Track, analyze and report center and agent performance with reports from Community and ACD
- Analyze and report historical data and trends and develop forecast models
- Generate long-term and short-term forecasts
- Manage employee information changes
- Manage scheduling process
- Manage proactive approval and denial of discretionary activities; such as vacations, trainings, meetings
- Lead weekly and daily staffing review meetings with management and intraday analysts detailing previous and current week's performance and forecasted performance of remainder of current week and next week, while also identifying risks
- Generate new forecast when current day forecast has high deviation from actual
- Perform other duties and assignments as directed

QUALIFICATIONS:

- At least one year of call center experience
- Proficient in MS Word, MS Excel, MS PowerPoint
- Strong mathematical, analytical, communication, and organization skills
- Self-motivated and must excel in a minimally managed position high profile position
- Knowledge of center fundamentals
- Previous experience with ACD reporting and administration experience desired

EXTERNAL CANDIDATE QUALIFICATIONS:

Must have at least two years of workforce management experience or equivalent



Workforce Management (WFM) Intraday Analyst

GRADE: TBD (Position must be equal or above Supervisor)
SUPERVISOR: WorkForce Management Manager
DEPARTMENT: Contact Center Support / Workforce Management
STATUS: Exempt
JOB SUMMARY: Manage all intraday management processes in support of operations to achieve the business objective of achieving business service level objectives and maximizing efficiency and occupancy

KEY RESPONSIBILITIES AND DUTIES:

- Attend weekly and daily staffing review meetings with management and forecast / scheduling analysts detailing previous and current week's performance and forecasted performance of remainder of current week and next week, while also identifying risks
- Fill overtime and undertime availability
- Manage intraday staffing levels
- Monitor real-time Community Adherence Alerts
- Monitor real-time ACD agent work state reports
- Manage call-in line
- Approve discretionary activities to increase occupancy
- Increase staffing levels or modify call routing to increase service levels
- Administration of intraday schedule changes
- Communicate identified intraday risks to management and other intraday analyst
- Perform other duties and assignments as directed

QUALIFICATIONS:

- At least one year of call center experience
- Proficient in MS Word, MS Excel, MS PowerPoint
- Strong mathematical, analytical, communication, and organization skills
- Self-motivated and must excel in a minimally managed position high profile position
- Knowledge of center fundamentals
- Previous experience with ACD reporting and administration experience desired

EXTERNAL CANDIDATE QUALIFICATIONS:

Must have at least two years of workforce management experience or equivalent